



Town of Stoneham Employment Opportunity

Position Title: Information Technology Support and Website Technician
Supervision: Reports to the Chief Information Officer
Scheduled Hours: 35 hours per week
Union Affiliation: Non-Union
Salary: Min: \$46,422 to Max: \$55,181

Description:

Under the direction of the Chief Information Officer (CIO), maintains the daily operations of, and provides user support for desktop computing, including all associated peripherals, computer hardware and software. Responsible for maintaining and editing the Town's website.

Essential Job Functions:

- Provides day-to-day hardware and software support for users at multiple Town sites.
- Ensures network, PC hardware, software and peripherals are maintained. Responds to computer crashes and other issues.
- Maintains security and protection of systems with standard AV and Malware protection. Monitors and removes threats. Assists with policy and enforcement.
- Maintains and troubleshoots workstations and applications. Sets up new computers (workstations and laptops), mobile devices, tablets, and cell phones, printers, scanners, copiers, projectors, and other assorted hardware, software, and network devices; performs maintenance and upgrades. Images and reimages PCs as needed for deployment.
- Provides hands on training and assistance of Town staff.
- Assists with the maintenance of telephone system. Performs maintenance, user training and phone configuration changes.
- Assists with network maintenance.
- Oversees the Town's website functionality; designs, develops, tests and publishes web pages and web sites in compliance with Town policies and municipal standards.
- Ensures that assigned area/service is stable, well-designed, effective to use, up-to-date and properly maintained.
- Assigns and monitors access rights of users to website, content management system, monitors appearance and set-ups website navigation; places and updates website content; trains users in website maintenance, administration functionalities; troubleshoots difficulties.

- Works with users in developing web pages, interactive user capabilities, links and consistency in visual imaging.
- Obtains documents, images, and other forms of information and deploys them onto the website in a consistent and timely manner. Develops standard communication systems with all departments regarding work and document flow requirements to assist in the continued update of the website.
- Serves as client contact regarding website maintenance and enhancements. Investigates web site issues and coordinates resolutions.
- Monitors and reports web statistics and makes recommendations to managers to improve visibility and usability of website.
- Maintains annual inventory of computers and related equipment.
- Assists with maintaining an inventory of software and assists with establishing application standards (e.g. including but not limited to operation, applications and security.) Installs and maintains software.
- Works as an integral part of the IT department and assists with day-to-day IT support and/or training for users, hardware and software within the Town at multiple sites.
- Performs or assists with special projects and other related duties as required, directed, or as the situation dictates.
- Regular and timely attendance at the workplace is required.

Minimum Education & Experience:

Associate's Degree or two-year college certificate in a technical concentration, with a minimum of two years of experience in workstation and application administration.

Technical Certifications desirable. Must have at least one year of experience handling multiple sites and 100+ users.

Knowledge and Abilities Required:

Knowledge of:

- Windows Operating Systems, Microsoft Office, database concepts, multimedia applications.
- Standard business applications such as financial management applications, Adobe PDF and Document management systems.
- PC, printer and basic technology hardware repair and maintenance.
- Security software such as Enterprise Antivirus software.
- PC Imaging software.
- Basic network services, including DNS, TCPIP & DHCP.
- Telephone System and device maintenance.
- Solid understanding of basic networking fundamentals and website operations.

Ability to:

- Understand end-user perspectives and problems and work effectively with all computer users.
- Analyze problems, identify alternatives and solutions, and project consequences of proposed actions.
- Operate computer and various hardware/software necessary for performing assigned duties.
- Interpret and apply federal, state, and local policies, procedures and regulations.
- Communicate clearly, both orally and in writing, and maintain effective work relationships.
- Possess patience, tolerance, and ability to maintain composure.
- Multitask

Working Conditions and Physical Demands:

Work is performed in a normal office environment, not subject to extreme variations of temperature, noise, odors, etc. May be required to crouch, crawl, stand for long periods of time and lift computer equipment.

Operates computers, printers, switches, testing equipment, small hand tools, and other office equipment.

Work requires extended periods of sitting, reaching, typing, and mouse operation, which requires eye-hand coordination and finger dexterity.

Occasionally lifts and/or moves equipment weighing up to 50 pounds.

Pre-employment Requirements:

The prospective employee must successfully complete a CORI (Criminal Offender Records Inquiry) and a physical examination, including a drug test. The Town reserves the right to run additional CORI checks as allowed under Massachusetts General Law. Prospective employee must possess a valid driver's license.

To apply for this position, please complete the attached employment application and forward with your resume and a cover letter of interest to:

**Ginny Ray, Human Resources Director
Town of Stoneham
35 Central St.
Stoneham, MA 02180**

Deadline to apply: Thursday, May 26, 2016.

This is a non-union position with full benefits, including health and life insurance, vacation and sick time.

The Town of Stoneham is an ADA/Equal Employment Opportunity/Affirmative Action Employer.